ENTERPRISE COMMUNICATIONS ENGINEER

DISTINGUISHING FEATURES

The fundamental reason the Enterprise Communications Engineer position exists is to provide high-level technical connectivity support for the City's LAN/WAN and communications network. Utilizes network management tools to monitor and support the network. Works under general supervision of the Enterprise Director.

ESSENTIAL FUNCTIONS:

Troubleshoots and successfully resolves complex network problems to the packet level.

Works proactively to recognize network problems and minimize customer impact.

Manages and shapes network traffic to resolve complex technical issues using a protocol analyzer to complete diagnostics.

Works closely with vendors and integrators to ensure service is being properly maintained and that each network communications device and system is functioning properly.

Works cooperatively with other department staff to ensure that network servers are available to customers.

Provides on-going technical support of system and specialized applications, evaluates evolving standards, develops architectural/platform enhancements, conducts capacity planning (disk space, ports, traffic distribution), and system documentation.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities:

Knowledge of:

LAN based protocols including TCP/IP, IPX/SPX, and Net BIOS and Windows NT operating systems.
LAN/WAN networking, including TDM, Frame Relay, ATM and broadband.
Internetwork devices (i.e.) bridges, routers, hubs, and gateways.
NGC Sniffer.
Research methods and techniques.
Information technology systems design and programming.
Design specification development.
Data communications security and privacy techniques.
Principles of business system analysis, including the analysis of procedures, equipment, and methods.
I.S. processes, regulations, codes, ordinances and terminology.

Ability to:

Analyze, interpret, and present research findings.
Analyze specifications and instructions to develop appropriate systems and programs.
Prepare design specifications.
Conceive a variety of solutions to functional problems and to reduce abstract ideas to easily understood procedures.
Understand database organization access and retrieval technique.

Debug new and existing programs.
Work in a team environment with customers, multiple vendors, and outside agencies.
Prepare and present clear and concise oral and written reports.

Education & Experience
Requires a bachelor's degree in computer science or a related field, however training and experience equivalent to a degree will be considered. Additionally, a minimum of five years experience as a successful LAN/WAN technical support engineer or PBX hardware/software support is required. Requires Siemens factory certification for Hicom 300 Communications Servers if working with the telephony system. Requires experience with LAN based protocols such as TCP/IP, IPX/SPX, and Net BIOS and Windows NT operating system. Strong technical experience with LAN/WAN networking, including TDM, Frame Relay, ATM, and broadband is essential. Experience with internetwork devices (i.e.) bridges, routers, hubs, gateways is required. Extensive hands-on experience with NGC Sniffer is critical. .

FLSA Status: Exempt   HR Ordinance Status: Unclassified